

## **QUALIFICATIONS**

### **Knowledge of:**

Operating characteristics of computer systems and procedures; Basic principles used in the analysis, design, programming, and maintenance of computer systems; Computer operating systems and local area network applications; Network topologies, protocols, hardware, structures and cabling; Network environments and local area network operations; Database design principles and practices; Data processing documentation principles and practices; Principles and methods of training and instruction; Modern office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications.

### **Ability to:**

Understand, interpret, and effectively explain hardware and software applications to users; Identify, analyze, and resolve computer, telephone hardware, software, and network related problems and implement solutions; Evaluate, test, develop, and configure new technology enhancements; Configure routers, switches, and firewalls; Research technical materials and provide and document solutions to problems; Use initiative and sound judgment within established procedural guidelines; Work independently to analyze problems and implement solutions; Organize and prioritize work schedule and handle multiple priorities; Exercise discretion in dealing with confidential information and system security; Operate office equipment including computers and supporting word processing, spreadsheet, and database applications; Operate, maintain and repair stand alone and networked computers, peripherals, telephones and a variety of software applications; Communicate clearly and concisely, both orally and in writing; Establish and maintain effective working relationships with those contacted in the course of work.

## **SALARY AND BENEFITS**

The salary schedule is a five-step range: \$6,087.58 – \$7,399.49 monthly. Benefits include: employer payment up to \$1,326.63/month towards health insurance premium and full family dental and vision insurance, up to 26 days vacation per year depending upon years of employment, fourteen holidays, \$20,000 term life insurance with \$40,000 accidental death insurance, retirement plan under the California Public Employees Retirement System (CalPERS), long term disability insurance, voluntary flexible benefits plan, and the choice of three voluntary deferred compensation plans.

## **SELECTION PROCESS**

Applications will be screened and those applicants possessing the MOST DESIRABLE qualifications will be notified to participate in the examination process. The examination process may include a written test, hands-on computer test, oral interview, pre-employment physical examination, and/or background investigation. Travel costs are at the applicant's expense. All applicants will be notified by mail or telephone whether or not they are invited to participate further in the selection process. Candidates placed in this position will be fingerprinted.

Qualified applicants will be considered without regard to race, color, ancestry, religion, national origin, sex, gender, age, disability, medical condition (as defined by State law), marital status or political affiliation. If special accommodations are necessary at any stage of the examination process, notify this department in advance and every attempt will be made to consider your request. The information contained herein does not constitute either an expressed or implied contract and these provisions are subject to change.

## **APPLICATION PROCESS**

Required City application and supplemental questionnaire may be obtained by visiting the website [www.brentwoodca.gov](http://www.brentwoodca.gov); calling 925-516-5191 or in-person on the first floor Payment Center at Brentwood City Hall 150 City Park Way, Brentwood, CA 94513 from 8:00 a.m. to 5:00 p.m. **Application must be dropped off at the Payment Center on the first floor of City Hall or mailed directly to Human Resources at 150 City Park Way. Accepting applications until filled. Faxes, emails and postmarks will NOT be accepted.**

## **IMMIGRATION REFORM / CONTROL ACT**

To comply with the Immigration Reform and Control Act, effective November 1986, all potential employees will be required to provide proof of U.S. citizenship or authorization to work in the United States.



**Invites applications for:**

## **Information Systems Technician (GIS)**

**Police Department Dispatch Center**

**Monthly Salary:  
\$6,087.58 - \$7,399.49**

**Accepting Applications Until Filled  
Supplemental Questionnaire Required**

**Brentwood City Hall  
First Floor Payment Center  
150 City Park Way  
Brentwood, CA 94513**

**The City of Brentwood is an  
EQUAL OPPORTUNITY EMPLOYER**

**THE CITY**

Brentwood is a pleasant, progressive and growing city of approximately 53,000 residents in Eastern Contra Costa County. A significant number of citizens are Spanish speaking. Brentwood is located in a smog-free valley close to the Delta waterways. The community is served by an excellent school system with new campuses planned in the near future. Los Medanos Community College is located a short distance away. Housing opportunities are varied and affordable.

**THE POSITION**

Current vacancy exists in the Brentwood Police Department. Incumbent will perform Geographic Information Systems (GIS) install and maintenance duties in support of the new Police Dispatch Center. Ideal candidate will have journey level GIS experience and will initially be assigned to assist in opening the Center. Tentative start date is January 2016.

**SUMMARY DESCRIPTION**

Under general supervision of the Chief Information Systems Officer, provides office software, computer hardware, and user support related to the City’s computer network and phone systems; maintains the integrity and operability of the network infrastructure; and assists in the analysis and troubleshooting of City-wide network problems related to computer and telephone networks.

**IDENTIFYING CHARACTERISTICS**

The Information Systems Technician is the full journey level technical class in the Information Systems series performing the full range of hardware and software installation, maintenance, troubleshooting, and user support with minimum supervision. Positions at this level are expected to perform of the full range of duties as assigned, work independently, apply well developed computer and network skills, knowledge, and abilities,

and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results.

**REPRESENTATIVE DUTIES**

To view all, please visit [www.brentwoodca.gov](http://www.brentwoodca.gov)

- Maintains the integrity and operability of the network infrastructure including back office servers, routers, switches, and phone system; assists in the analysis and troubleshooting of City-wide network problems related to computer and telephone networks.
- Participates in network administration; installs and configures new/existing servers; upgrades existing server; administers user accounts, groups’ security, permissions, policies, and e-mail issues; monitors, maintains, and updates patches as scheduled; installs, upgrades, and configures network printing, directory structures, rights, security, and file services; assists in the resolution of network related problems.
- Provides network infrastructure support; configures and maintains network infrastructure including routers, switches, VLANs, and firewalls.
- Installs, configures, upgrades, troubleshoots, and repairs computers, computer components, software, and peripheral devices.
- Provides technical support to users including support via phone and email; responds to needs and questions of users concerning their access to network resources.
- Supports and responds to inquiries regarding specialized applications; coordinates issues with corresponding vendors/consultants.

- Participates in technical documentation; creates and maintains technical documents including network layout, configuration, and instructions.
- Trains users on basic software and hardware operation.
- Provides database support; assists with database projects for different departments.
- Utilizes various software applications; utilizes AutoCad, Visio, and other graphic systems to create and modify engineering drawings.
- Performs backups of critical data.
- Provides support for the audio/video system in the Council chambers.
- Assists with audio and video productions.
- Participates in the implementation of new technologies; researches, tests, and evaluates products/solutions.
- Generates purchasing quotes for a variety of equipment, peripherals, and supplies.
- Performs related duties as required.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with some travel to different sites.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer

keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

**EDUCATION AND/OR EXPERIENCE**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Information Systems Technician**. A typical way of obtaining the required qualifications is to possess the equivalent of:

**Education/Training:**  
An Associate of Art’s degree in information technology, computer science, or related field.

**Experience:**  
Two years of responsible technical information systems experience.  
Experience working within an ESRI ArcSDE replicated Geodatabase environment and maintaining and managing residential address databases and street centerlines desired.